

**NIJ Science and Technology Program Grant—FY 2003
Interoperability/Information Sharing Project**

**San Bernardino County Law and Justice Group—
SBC STORM
(Storage Technology Optical Records Management)**



April 2, 2003

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**San Bernardino County Law and Justice Group
SBC STORM (Storage Technology Optical Records Management)**

Abstract

The San Bernardino County Law and Justice Group (L & J) seeks to improve the storage and transfer of data and information among three of its County departments, 60 office locations and 10 external police agencies located within this, the largest geographical county in the continental United States. The agencies involved are amongst the largest and busiest in the State of California. Optical storage of data and other information will permit rapid retrieval and accurate transmission, and will result in substantial savings of safety personnel's time that is now taken up in dealing with paperwork. As a result, sworn personnel will be able to spend more time performing their primary law enforcement functions. Further, conversion to optical storage will permit a dramatic reduction in the amount of space now dedicated to paper records.

Through creation of the Storage Technology Optical Records Management system (STORM) in a multi-phase project, the L & J group member departments will build a data and information storage system granting members and local police agencies access to records, subject to state, federal and local security and privacy mandates. The project will build upon existing elements in place at the Courts, Office of the District Attorney, and the Sheriff's Department and will leverage existing federal funding as well as funding earmarked at the local level.

While the total cost of this project exceeds \$1.4MM, SBC Law and Justice group is seeking only \$782,547. This represents a sum of \$11,179 per site upgraded. The balance of these funds will be raised through local matches, and other funding already in hand. The goal of this grant application, therefore, is to leverage existing funding to create a unique interagency optical records management system that could serve as a model for other consortia on a local, state, or national level.

Narrative

The San Bernardino County Law and Justice Group is a consortium of the following law enforcement agencies:

Coroner/Public Guardian
*District Attorney
Probation

Public Defender
*Sheriff
*Superior Court

The agencies identified with an asterisk (*) will be participating in the proposed project. To the best of our knowledge, no other unit of local government has either implemented or contemplated implementing a solution such as we are proposing here. We believe that this project has the potential to become a model that would be of considerable interest to many local criminal justice consortia.

Nature of the Problem

Standard methods for transmitting documents among law enforcement agencies in San Bernardino County are time-consuming, labor intensive and inefficient. It can often take up to a week to receive requested information. The existing procedure may involve accessing

information stored on microfiche, creating a photocopied document which in many cases is blurred, smudged, or otherwise hard to read, and hand carrying it to the requesting department. Emerging technologies provide opportunities for efficient electronic information sharing and document image exchange not available with traditional paper case management systems. By employing new technologies specifically designed for the purpose of exchanging information such as text, photographs, voice, fingerprints, video, and document images, law enforcement agencies can input critical police reporting information into the automated systems of the District Attorney, which can be included as discovery in the filing of a case with the Superior Court.

Disparate automation systems prevent easy sharing of electronic information and proper dissemination of data and/or images. This, combined with radically different system designs between the Sheriff and other law enforcement agencies, the District Attorney and the Courts, makes it almost impossible to have an efficient business flow of information.

Participating Agencies

Sheriff

The Sheriff provides law enforcement in the unincorporated areas of the San Bernardino County, and in the cities of Adelanto, Apple Valley, Big Bear Lake, Chino Hills, Grand Terrace, Hesperia, Highland, Loma

Linda, Needles, Rancho Cucamonga, Twenty-Nine Palms, Victorville, Yucaipa and Yucca Valley.

The Sheriff's Records Division currently maintains nine-months worth of hard copies of reports. These are records submitted from all the stations and contract cities in the County. At the end of that time, Records personnel transfer the hardcopies to microfiche and destroy the original. Records going back to the 1950s are archived in this way.

During the course of a given week, Records Division receive 800 to 1, 000 requests for information. These requests may come from other Law Enforcement Group agencies, other police departments in the county, insurance companies, and deputies who are about to testify in court. The Records Division manager has indicated that automation of the current manual system will result in an approximately 80% reduction in load and a commensurate savings in time.

Individual stations file directly both with the DA's office and the Courts depending upon the nature of the citation and report. Stations follow a similar if not identical pattern for filing reports. Central Station, for example, makes a daily run to the Office of the District Attorney and to the Courts. Misdemeanors are filed directly with the Courts. These include vehicle code, health and safety violations, and such charges as "drunk in public" and petty theft. Central Station (which includes unincorporated county areas, as well as the cities of Grand Terrace, and

Loma Linda) has between 10 and 15 of these daily. All others, such as domestic violence, terrorist threats, child molestations, burglaries, theft, and weapons violations, are sent to the Office of the District Attorney. Handling of citations varies according to whether they are “out-of-custody,” or “in-custody.” While there are 3 to 5 times as many of the former, in-custody violations have the constraint that they must be addressed within 48 hours, or the arrestee must be released. During the months of January and February 2003, Central Station filed 154 cases (for the county areas, Loma Linda, and Grand Terrace): a further 49 were rejected, and 122 were still pending at the end of each month.

While details of the conversion to an automated imaging system will have to be carefully worked out, to address issues that are better suited to manual handling, conversion will permit rapid retrieval and transmission of documents, and result in a substantial savings in time and money.

District Attorney

The District Attorney has 16 branch offices to meet the needs of all the county's residents. It is the mission of the San Bernardino County District Attorney's Office to represent the interests of the people in the criminal justice system, as mandated by California state law. A deputy district attorney (DDA) reviews the case information submitted by law enforcement and determines if a case should be filed with the court, should be turned down, or if more information is needed before a

determination can be made. Once the DDA determines there is enough evidence to file the case, charging documents are created and filed with the court. This initiates the court case.

The District Attorney's Office represents "the people" and prosecutes the case through to its conclusion. An investigation bureau provides investigative and law enforcement support for the office and a Victim Services Bureau provides assistance for the victims of the crimes. The office has an Appellate Unit and a Lifer Parole Unit that handle cases that are appealed and to ensure that "the people," especially the victims, are represented at parole hearings.

All District Attorney adult case types are managed in a single, integrated case management system that is used throughout San Bernardino County. In addition to being used for all case management functions within the DA's Office, the system is used for case inquiry by multiple law enforcement agencies and the Department of Justice. Subpoenas, filing and turndown information, and requests for additional investigation are electronically transmitted from the DA STAR system to these same agencies.

Currently law enforcement reports are hand delivered to the appropriate District Attorney's Office. The deputy district attorney reviews the documentation and determines if a case should be filed.

When the case is filed in the Court, textual data and filing documents are electronically transmitted from the DA to the Court where

they are automatically loaded into the Court's system for review and filing. The accompanying paper police report documents are hand delivered by law enforcement officers to the Court and then matched to the electronic record. This is cumbersome, time consuming for both law enforcement and court personnel, and is open to errors and filing delays in matching the paper with the electronic records.

This grant will permit law enforcement to electronically transmit images of the police reports and accompanying textual data to the District Attorney where they are automatically loaded into the DA's STAR system for review. When the Deputy DA determines the case should be filed with the Court, the images of the paper documentation will accompany the current textual data and documents for automatic review and loading into the Court's system. Imaging allows all documents to flow as a package from Law Enforcement to the DA to the Court. It also eliminates data entry in two agencies (DA and Court), allows the entire package to flow and be entered together, and eliminates District Attorney, Court, and Law Enforcement Officer time spent in transporting, matching, and entering data.

One of the many benefits provided to the District Attorney's Office is the capability to review cases from anywhere in the County. Currently, law enforcement personnel take the paper documents to the closest DA's Office. Attorneys in that office review the cases to determine if and what should be filed with the Court. If there is a backlog in one of

the 16 offices, there is no mechanism enabling attorneys from other offices assist. Having the full law enforcement report online will allow any attorney in any office to undertake the reviews and filings, thereby providing for faster administration of justice.

A project has been funded and is underway to provide automated transmission of data from the Court's system to the District Attorney's system. The project will ensure that both systems are in sync and will greatly relieve the data entry function within the DA's Office, thereby allowing staff to be used more effectively in support of trial preparation.

Superior Court

The Superior Court of California, County of San Bernardino (SBSC) serves County residents from 18 court locations distributed across the County. The Court has made heavy use of an integrated case management system (CMS) and operational automation to provide service with one of the highest judge to case ratios in the State. All case types, other than juvenile, are managed in a single, integrated case management system provided by ISD Corporation, Corona, CA. The ISD Corp system is deployed in nine other counties across the State and is currently being certified by the California Administrative Office of the Court.

The Court case management system is currently interfaced to the San Bernardino District Attorney's STAR system for electronic filing of out-of-custody cases. The textual data and documents required to

initiate a case are electronically transmitted from the District Attorney to the Court where they are automatically loaded into the Court's system for review and filing. A companion project has been approved and funded to return information on cases to the District Attorney. These interfaces use industry standard XML encapsulation to exchange information.

Project Goals and Objectives:

The Law Enforcement STORM project seeks to expand the data exchange and imaging capabilities of law enforcement networks within the County of San Bernardino. This project will be completed in various phases. The NIJ funds will leverage other federal monies earmarked for imaging projects within L & J member department and will coordinate them into a single unifying project. This technology improves the exchange of information between law enforcement agencies. The real time efficiencies to be created by this project surpass the traditional paper communication methods currently used.

Phase I will consist of expanding the Sheriff's record management system (RMS), the District Attorney's STAR system, and the Court's OTS system so that imaged documents and data can be electronically accepted from the District Attorney. Deputy Reports (DRs) and all supporting documents will be electronically submitted to the District Attorney. Data and documents will be standardized using a common input file format to include data, document images, pictures (scanned

and digital) and digital voice recordings. Once received, the information will be automatically input into the District Attorney's STAR system. The District Attorney will review the information and make filing decisions. The existing e-filing system between the District Attorney and the Court will be expanded to include the electronic transmission of filing and discovery documents and the uploading of the documents to the Court case file. Encryption routers will be installed at each site to ensure security and confidentiality of the information, as mandated at the state and federal levels.

Project Methodology

The project will be implemented in various stages, beginning with the development of an interface between the Sheriff's RMS system and the District Attorney STAR. The technology used in this phase will serve as a potential model for future expansion to other law enforcement agencies within the County.

Phase 1: Sheriff to District Attorney

Utilizing the Sheriff's existing records management system (RMS) in which data is entered prior to case submission to the District Attorney, a scanning and indexing station (or small imaging system) will be installed. The Sheriff will scan documents into the system rather than photocopying them for delivery to District Attorney. The agency can choose between manually entering the information required by the District Attorney and extracting data from their records management

system in the standard format required by the District Attorney. The data and images will be electronically sent together to the District Attorney for filing review. The Sheriff then could use the information “as is” within the imaging system at their site for future reference, or could electronically extract the information for input into their records management system. The Sheriff’s Department is in the process of updating its obsolete CAD/RMS system (with \$4.7MM of funding from a COPS MORE ’98 grant). The changes (due for completion by mid-2004) will permit greater ease and flexibility in addressing the proposed broader-based imaging project.

Encryption routers are required at each site submitting information to the District Attorney and at the Office of the District Attorney. All data and documents will be transferred in encrypted form over the County’s WAN or Internet as appropriate. All documents will be in a text searchable format (pdf) as required by the Court. Pictures will be scanned or automatically downloaded to the imaging system from digital cameras. Filing, turndown, and additional information requests are currently electronically transmitted to selected agencies. This system would be modified to transmit via the encryption path to participating agencies.

Once received by the District Attorney, the information (data and documents) will be automatically or semi-automatically input into STAR. The District Attorney will review the information and make filing

decisions. Standard output (filing and accompanying documents, turnaround documents, or request for information documents) will be created. The current E-Filing system between the District Attorney and Court will be expanded to include the electronic transmission of discovery documents and the uploading of documents to the Court case file. Encryption will be used between the District Attorney and the Court.

Phase 1: Court to District Attorney

Phase 1 also consists of expanding the imaging capabilities of the Court so that imaged documents can be electronically accepted from the DA; linked to the appropriate case; indexed and stored for retrieval, and accessed and printed in whichever court location requires access.

This expansion will require the completion of the case management system/imaging link; the enhancement of the Court case imaging system; the enhancement of the DA/Court E-Filing system, and; licensing and increased printing capacity.

Complete cases will be submitted electronically from the District Attorney along with properly redacted copies of supporting documentation from law enforcement agencies, when required. This complete case documentation will create or update court cases in the Court Case Management System without re-typing the data thereby both speeding the case processing and avoiding a potential source of error. The case information will be available in electronic form from the Court

Case Management System and imaging systems, including both the textual and image data, at any court location. This electronic submission will increase efficiency in law enforcement, District Attorney and Court operations. Information will be instantly accessible at any Court location within the County. Multiple people will be able to access information simultaneously, supporting case processing, research and public access activities.

Phase 2: Other Law Enforcement Agencies to District Attorney

The future expansion of this project will be modeled after the Sheriff and District Attorney interface. The District Attorney will design a standard input file format to include data, document images, pictures (scanned and digital), and digital voice recordings to be used by all law enforcement agencies. Each agency can choose the following case submission option which best meets their need. For agencies that:

1. *Do not* have a records management system or for which the data are entered after the case is sent to the District Attorney, install a scanning and indexing station (or small imaging system) in the agency office. In this scenario, agencies would scan the document into the system rather than photocopying it for delivery to District Attorney. Agencies would manually enter the information required by the District Attorney and would electronically send the entire report to the District Attorney for filing review. Agencies then could use the information “as is” within the imaging system at their site for future reference, or could

electronically extract the information for input into their records management system.

2. Have a records management system (in which data are entered prior to case submission to the District Attorney) *and* an imaging system. Such agencies electronically extract the information in the format needed by the District Attorney and would transmit data and documents by this means.

3. Have a records management system (in which data are entered prior to case submission to the DA) *but no* imaging system. These agencies would install a scanning and indexing station (or small imaging system) in the agency office. Agencies would scan documents into the system rather than photocopying them for delivery to DA. The agency could choose between manually entering the information required by the DA or extracting data from their records management system in the format required by the DA. The data and images will be electronically sent together to the DA for filing review. Agencies then could use the information “as is” within the imaging system at their site for future reference, or could electronically extract it for input into their records management system.

Technology

- STORM (Storage Technology Optical Records Management) will employ a sophisticated database technology to communicate across a multitude of secure networks and channels.

- There is a web front end for the Court (OTS) System that is used for data transmission between the systems, storing documents, and viewing Court data. The Court (OTS) System currently runs in a Sun/Oracle environment and is located at the West-end Law and Justice Center in Rancho Cucamonga.
- The District Attorney (STAR) System runs in a Windows 2000/SQL Server environment and is located at the District Attorney's Central Office in San Bernardino. Documents are currently created and stored in Microsoft Word 2000 format.
- The Law and Justice Web Server is a Windows NT operating system using IIS, Visual Basic, and SQL Server. It is housed at the County Information Services (ISD) computer room in San Bernardino.
- All systems use the County Wide Area Network (WAN) for communication between offices and systems.
- The Sheriff's Department System runs in a Windows 2000/SQL 7 Server environment and is located at the Sheriff's Headquarters in San Bernardino.

Evaluation and Documentation

The STORM Advisory Group has set a number of milestones to document the progress of STORM implementation.

Project Milestones

Completion Date	Task
3 weeks	Within 3 weeks from approval and acceptance from National Institute of Justice, seek acceptance of grant by San Bernardino County Board of Supervisors.
3 months	Hire the project manager
9 months	Develop Request for Proposals for the independent evaluator, hire the evaluator
9 months	Develop scope of work and sign contracts with vendors
9 months	Submit further funding requests to NIJ as necessary
12 months	Linkage established between District Attorney and Court to accept image documents from district Attorney and have individual case files linked to the Court.
12 months	Sheriff imaging capturing and coding will be operational.
18 months	District Attorney will acquire disk space, licenses and printers
18 months	Physical links between Sheriff and District Attorney will be in place.
24 months	Application for law enforcement to enter text information and send images for acceptance by District Attorney will be complete.

Expected Outcomes

Local Evaluation: A consultant will be hired to conduct an independent evaluation of the completed project. This consultant will submit a final report to the Law and Justice Group and the National Institute of Justice. The report will include lessons learned throughout this project, documenting successes and failures, if any, and evaluate the chances of using this interdepartmental approach to develop an image based, networked criminal case filing system as a model for other communities throughout the nation. It is anticipated that the consultant will be from an agency that uses or is considering using this kind of application. Activities to assess the project may include the following: review grant

proposal, grant progress reports, other materials about the grant (i.e. NIJ grant manager memo, newspaper articles, board item, minutes of Law & Justice Group); site visits and interviews with the STORM Team.

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Budget Narrative

A. Personnel

An automated systems analyst (ASA) will be responsible for the day-to-day implementation of the project within the Sheriff's office. We anticipate that this person will be employed one half time for the duration of the project.

The automated systems technician (AST) is the person who is responsible for the physical installation of the imaging system at the Sheriff's office. This person will be employed one half time for the duration of the project.

Training is for in-house purposes for employees utilizing the system. The vendor will train key personnel as a train-the-trainer model.

A staff analyst at each agency (Court, Sheriff and District Attorney) shall dedicate 10 percent (10%) of their time for the coordination, monitoring and grant management functions associated with the program. This staff analyst time will constitute a local match.

B. Fringe Benefits

Fringe benefits for the above referenced positions have been budgeted at 25.8% of total salaries. Benefits for the participating staff analysts will constitute a local match.

C. Travel

There is no anticipated travel associated with this project.

D. Equipment

In accordance with California law, we are acquiring router cards to provide encryption for secure traffic. (District Attorney)

To accommodate storage of the large amounts of data and images, additional disk space will be acquired for a total of \$125,000. This total will meet the needs of all the primary participating agencies (Court, DA, and Sheriff).

Independent scanning stations at each of the 19 District Attorney remote locations will be acquired and installed. These scanning stations include a scanner, personal computer, monitor, keyboard and mouse. A complete station is required at the District Attorney's office to meet the needs of each location.

The Sheriff's Department merely requires the acquisition of one scanner to be installed at each of its contract cities and stations. One unit within the Sheriff's Department (Specialized Investigations) will require upgraded scanners for capture purposes for its imaging system.

Laser printers will be acquired to produce hard copy files for attorney and judicial use in the courtrooms.

Standard cameras will be replaced with digital cameras for District Attorney investigators.

The current equipment will enable us to deal with the increased traffic occasioned by the addition of other police agencies within the county.

E. Supplies

Standard office supplies will be supplied by each participating agency and will serve as matching funds.

F. Construction--None

G. Consultants/Contracts

Consultant fees

A full-time contract project manager will be appointed to oversee and administer the project. The project manager will work with participating agencies to address their needs and will also coordinate the project through to completion.

A consultant will be hired to independently evaluate the completed project. Upon completion of the project, the consultant will furnish the Law and Justice Group and the National Institute of Justice with a written evaluation. This report should include successes and failures, if any, and evaluate the chances of using this pilot image-based, networked, criminal case filing system as a model for other interdepartmental applications .

Consultant expenses

Participating departments will provide consultant expenses (e.g., office space, telephone, computer, supplies). These line items will serve as a local match.

Contracts

The District Attorney's STAR System is a complex case management system. It contains all individual District Attorney's cases and it interfaces with the e-filing manager (EFM). This in turn interfaces with the Court's case management system located the Rancho Cucamonga Courthouse. Implementation of this project will require system enhancements. These systems are proprietary to ISD Corporation of Corona, California. The Law & Justice Group would therefore contract with ISD Corporation to accomplish these enhancements.

The Sheriff's Department is currently in the process of upgrading its records management system (RMS) at a cost of \$4.7 million dollars. Tiburon Incorporated is the owner of the source code for the Sheriff's RMS. The Law & Justice Group will contract with Tiburon to effect application changes.

The Sheriff Department's is currently in the process of implementing an archival records imaging system. This imaging system will interface with the proposed STORM project and will require approximately two weeks worth of work to modify code.

H. Other Costs

Licenses for participating departmental users are required. Existing departmental applications will require additional licenses to accommodate expanded system usage.

A contingency of ten percent (10%) has been built into the total project cost to accommodate potential delays or additional unforeseen modifications to source codes and licenses.

The Law and Justice Group recognizes that on the face of it, this project substantially exceeds the normal funding parameters of the NIJ solicitation. When one considers that this project is designed to facilitate data and communications among three departments (at a total of 59 separate locations) as well as ten independent police departments, this project total may be viewed in a different light. Locations can acquire an image based networked data and communications records management and transfer system for approximately \$20,000 per site. While we recognize the grant amount is outside the typical NIJ parameters, we have identified other funding sources and are also contributing local matching funds. Consequently, we are seeking funding in the amount of \$782,547. This represents a cost per site of \$11,179. We consider this to be an incredibly cost effective means of creating an optical records management system that has the potential of becoming a model for other local, state or national governments.

Geographic Area Affected Worksheet

Grantee location

Agency Name: County of San Bernardino Law & Justice Group
State: California
Place: San Bernardino County
Zip Code: 92415

Sites affected:

☒ Program Implemented
State: California
Place: County of San Bernardino
Zip Code: 92415

☒ Evaluation

State: California
Place: County of San Bernardino
Zip Code: 92415

Community Partners (cities):

County Patrol Stations

Barstow Station *

Big Bear Station *

Central Station *

Chino Hills Station *

Colorado River Station *

Fontana Station *

Morongo Basin Station

Twin Peaks Station *

Yucaipa Station *

Victor Valley Station *

Contract Cities

Adelanto *

Apple Valley *

Big Bear Lake *

Chino Hills *

Grand Terrace *

Hesperia *

Highland *

Loma Linda *

Needles *

Rancho Cucamonga *

Twenty-Nine Palms *

Victorville

Yucaipa *

Yucca Valley *

REGION I

Central Station: Provides law enforcement in the unincorporated areas of the San Bernardino Central Valley, and the cities of Grand Terrace and Loma Linda. The total population served is about 75,000. Central Station also provides law enforcement to Glen Helen Regional Park, home of the annual Renaissance Pleasure Faire, and the Blockbuster Pavilion. Both venues attract in excess of 300,000 visitors per year.

Chino Hills Sheriff's Station: Serves the population of a 300 square mile patrol area located at the west end of the county. It is contiguous with Orange, Los Angeles, and Riverside counties. It includes unincorporated areas of Chino, Montclair, Upland, and Ontario.

City of Chino Hills: The City of Chino Hills is an equestrian community, now in its 12th year as a Sheriff's contract city. It is one of the fastest growing communities in the west end of the county. New commercial developments along the 71 freeway corridor, coupled with residential growth, have resulted in a population exceeding 70,000. There are increasing traffic concerns as a result of this expansion.

Fontana Station:

Fontana Station covers a patrol area of 89 square miles, and serves a population of more than 62,000 people. In 2001, the station was one of the busiest in the county, answering 34,788 calls for service. Fontana is home to the Fontana Speedway, where the two annual racing events host more than 250,000 attendees.

City of Grand Terrace:

Central Station provides services to this city of approximately 14,000 residents. The city is home to four apartment complexes participating in the department's Crime Free Multi-Housing program.

City of Highland:

The city of Highland has contracted for service with the sheriff's department since incorporation in 1987. The city continues to grow and currently has a population approaching 50,000.

City of Loma Linda:

The city of Loma Linda is a university town of about 22,000 that maintains a high profile in both the region and the world. Medical facilities are the largest employers in the town. Traffic control within the city can be challenging.

City of Rancho Cucamonga:

The city of Rancho Cucamonga is one of Southern California's most family-oriented, safe, and prosperous cities. It has an area of 38 square miles. 131 Sheriff's personnel serve a population in excess of 125,000 that continues growth rapidly. The comparatively low crime rate can be attributed to the combination of community involvement and a dedicated police force.

Twin Peaks Sheriff's Station:

This station covers 340 square miles of unincorporated areas within the San Bernardino Mountains that include the communities of Crestline, Lake Arrowhead, and Running Springs. This resort area has a resident population of around 35,000, but that number can easily swell to 85,000 at the weekends. The station continues its Problem-Oriented Policing philosophy, and has established a satellite office at Rim of the World High School.

Yucaipa Station

Yucaipa Station services the communities of Mentone, Oak Glen, Mountain Home Village, Forest Falls, Angelus Oaks, Barton Flats, and the city of Yucaipa. While the population served is officially 8,800, recent explosive development will result in a significantly higher head count. The station is active in the local school district (with three SROs) and has many volunteer units, including the Oak Glen Search and Rescue Team.

REGION II

City of Adelanto:

The city of Adelanto contracted with the Sheriff's Department for service at the beginning of 2002. The station serves a rapidly growing population of some 18,000 covering about 77 square miles in this desert community.

Town of Apple Valley:

The police department serves a population of 57,000 with 38 officers and 11 general employees. Two deputies are assigned full time to community improvement projects.

Barstow Station:

This station, founded in 1890, serves the communities of Baker, Daggett, Hinkley, Lenwood, Ludlow, Newberry Springs, Sandy Valley, Yermo, Red Valley, Red Mountain, and Trona. This largely rural desert station serves a far-flung population of 23,100.

Big Bear Station, and City of Big Bear Lake:

The station is functionally organized into two distinct groups to serve the citizens of the Big Bear Valley. The station is host to the city of Big Bear Lake's contract law enforcement personnel (City of Big Bear Lake PD), and also serves the unincorporated area. The former serves a population of 6,325 (but which can swell to 100,00 on holiday weekends) and 15,800 respectively.

Colorado River Station:

This station is located in the city of Needles, and includes satellite stations at Big River and Parker Dam, a resident post at Havasu Landing and a Water Safety Center located in the Park Moabi Regional Park. This station has the second largest jurisdictional area in the County. In the summer months, the station's major efforts are focused on the Marine Enforcement Division and its responsibility for patrolling 90 miles of shoreline.

City of Hesperia:

Hesperia Station serves a population of 63,600. During 2001, the station had 44,574 calls for service and made 1,864 arrests.

Morongo Basin Sheriff's Station:

The Morongo Basin Station is the third largest Sheriff's station in terms of area and total number of calls for service. Within the station's area of responsibility are the incorporated communities of Twenty-nine Palms and the town of Yucca Valley, as well as the unincorporated communities of Morongo Valley, Landers, Johnson Valley, Joshua Tree, Wonder

Valley, Pioneertown, Amboy, Cadiz and Flamingo Heights. More than 2 million tourists visit the Morongo Basin annually, with the majority traveling to visit the world famous Joshua Tree National Park.

City of Needles:

The city of Needles is the gateway to the Colorado River for California travelers. The station serves a population of 6,000.

City of Twenty-Nine Palms:

The 13 safety personnel of the Twenty-Nine Palms Police Department serve a population of 15,100. The station operates an Off-Highway Vehicle Enforcement Team to patrol back roads for safety violations and nuisance complaints.

Victor Valley Station:

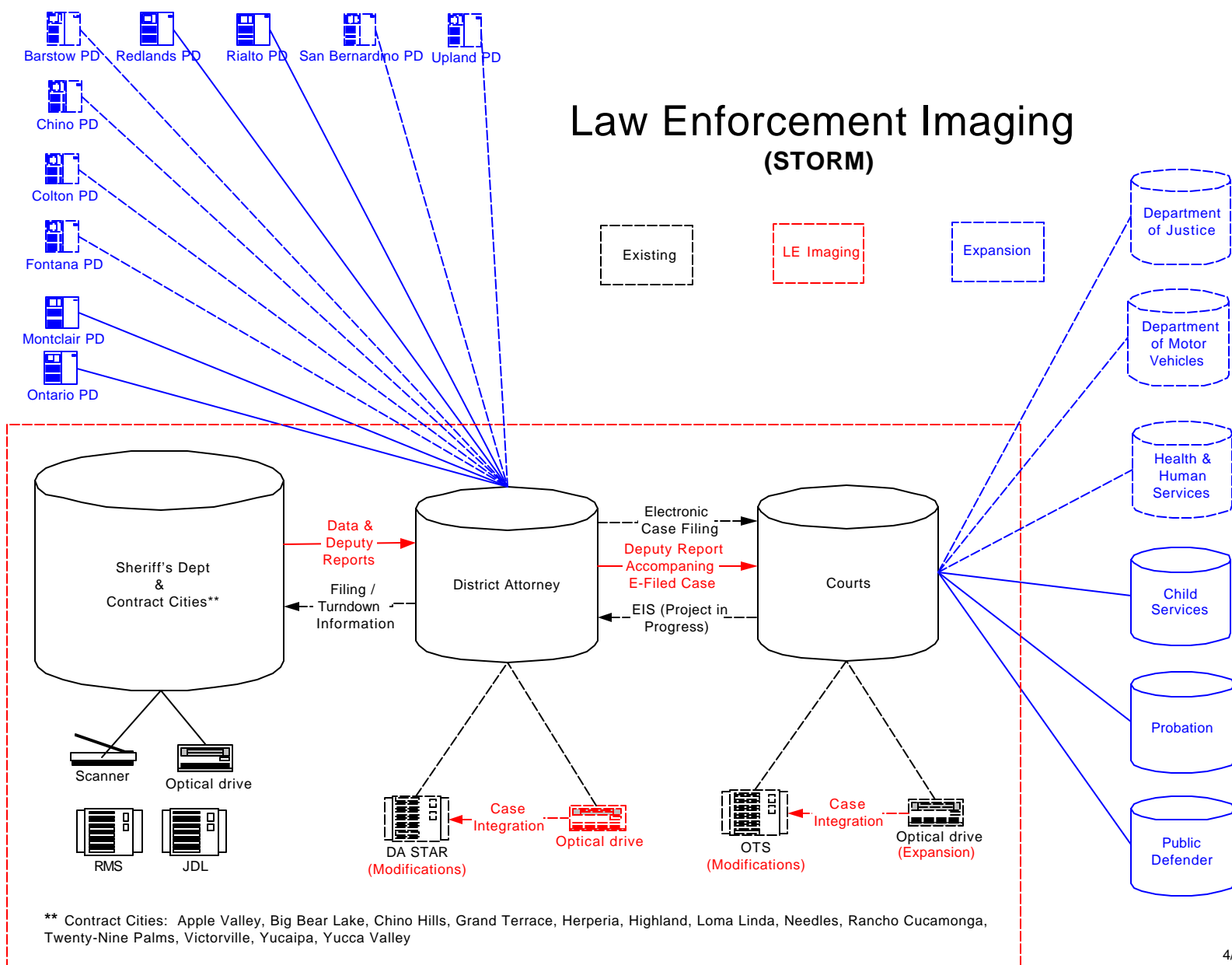
Victor Valley is the parent station of two satellite patrol substations: Lucerne Valley and Phelan. It is also home to the busiest Type-I jail in the county with a daily inmate population averaging 95. The Victor Valley Station provides law enforcement services to the communities of Helendale, Oro Grande, Pinion Hills, West Cajon Valley, Wrightwood, Silver Lakes, El Mirage, and Spring Valley Lake, as well as the unincorporated areas of the Victor Valley High Desert area not serviced by the cities of Adelanto, Hesperia, Victorville, and the town of Apple Valley. The patrol areas cover wide ranges of mountainous and remote desert terrain, with heavy to sparsely populated rural and urban regions and commercial/industrial areas with an overall population of approximately 67,000 (including the substations).

City of Victorville:

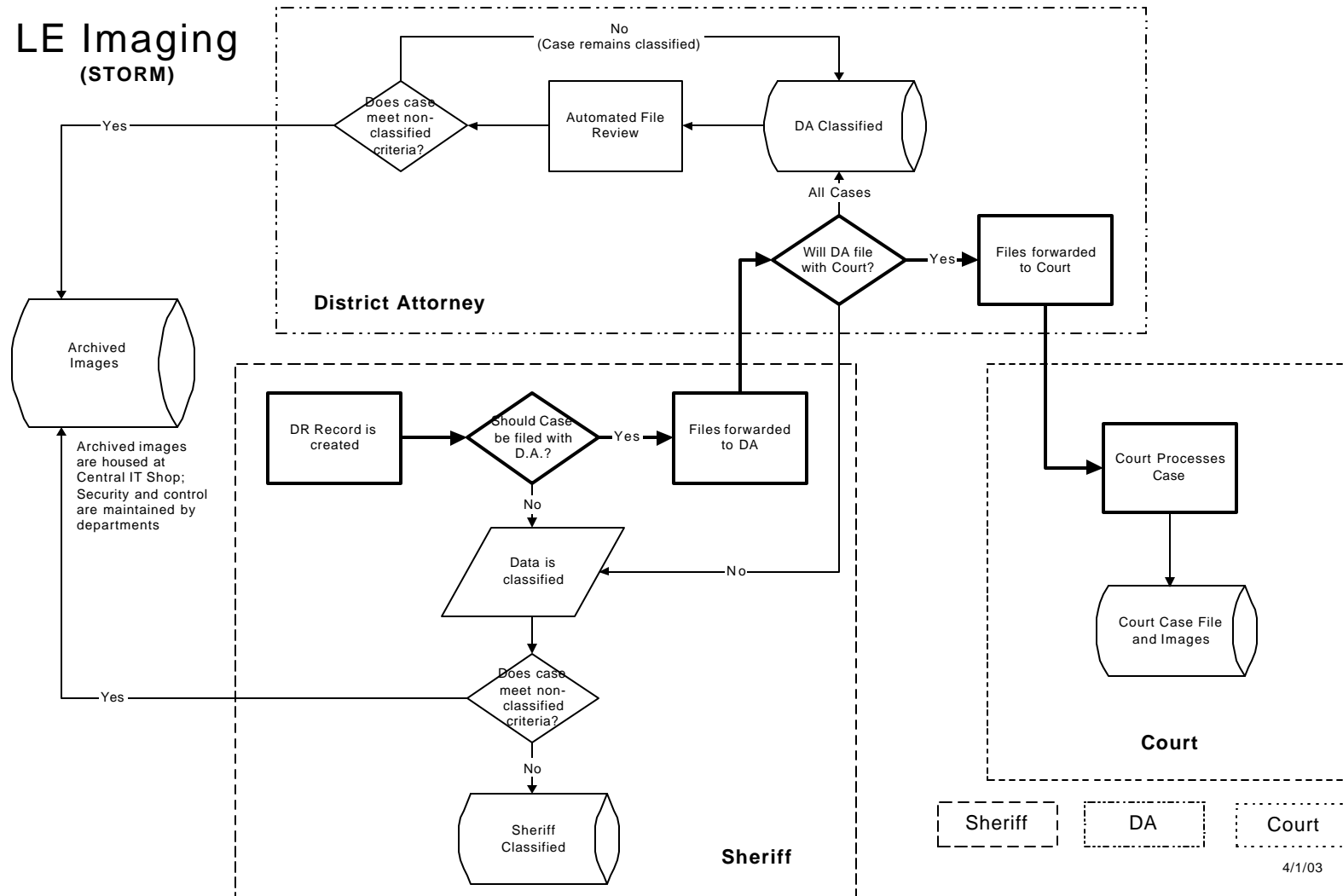
Victorville is the oldest contract city in Sheriff's Department. The PD covers 99 square miles, with 56 safety employees and 15 general employees. The population of 65,000 swells daily to around 100,000 because of the mall and other local area businesses. Victorville City Station and the city of Victorville work together on a variety of law enforcement projects.

Town of Yucca Valley:

17 members of the Morongo Basin Station staff the town of Yucca Valley PD. In addition to regular community-oriented policing and problem solving strategies, the station conducts numerous grant-funded special operations.



LE Imaging (STORM)



Company Bios

ISD Corporation

Point of Contact: **Mark Nielsen, CEO**
1595 E 6th Street, Suite 101
Corona, CA 92879
909-479-9400 x 152; fax 909-479-9401
email: mark.nielsen@isd-corp.com

Founded in 1981, ISD Corporation privately holds software products and related professional services for Courts and the legal community to improve the management of cases and courtroom workflows. ISD currently provides Case Management solutions for 20% of the California Superior Courts, including the Superior Courts in San Bernardino, Riverside, Sacramento, Ventura and Contra Costa Counties. ISD's product family includes Case Management Systems, Electronic Filing solutions, the OpenAccess™ public record access system, and the ePaylt™ Internet-based traffic citation payment system. The company's operations are based in Corona, California; with satellite offices in Orange County and Sacramento County.

FileNet Corporation

Point of Contact: **Jim Schulte, Manager**
3565 Harbor Blvd Costa Mesa, CA 92626-1420
Office: 714.327.7914 Mobile: 949.375.4305 Fax 714.327.9770
Email: jschulte@filenet.com

FileNet Corporation (NASDAQ: FILE) helps organizations make better decisions by managing the content and processes that drive their business. FileNet's Enterprise Content Management (ECM) solutions allow customers to build and sustain competitive advantage by managing content throughout their organizations, automating and streamlining their business processes, and providing the full-spectrum of connectivity needed to simplify their critical and everyday decision making.

FileNet ECM solutions deliver a comprehensive set of capabilities that integrate with existing information systems to provide cost-effective solutions that solve real-world business problems. Since the Company's founding in 1982, 3,800 organizations, including 80 of the Fortune 100, have taken advantage of FileNet solutions for help in managing their mission-critical content and processes.

FileNet Content Manager is a comprehensive ECM solution that uniquely combines content management with out-of-the-box workflow processes to help organizations manage complex documents and control, share, and quickly access critical business information. It activates your company's content by delivering the right content to the right place at the right time – to support the decision-making process at any level of an organization. FileNet Content Manager's secure and highly scalable environment integrates directly with desktop and business applications so business users can easily collaborate on the creation and management of content.

Through its event-driven architecture FileNet Content Manager activates content to give easy, secure access, and manage document lifecycles and approvals – ensuring that the best, most relevant information is immediately available for better business decisions.

LaserFiche Document Imaging

Point of Contact: **Leonard P. Dominguez**, Executive Accounts Manager
ECS Imaging Inc.
3720 Sunnyside Drive, Suite 200
Riverside, CA 92506
(909) 787-8768, x107

Since 1987, LaserFiche Document Imaging has led the industry in offering smart, flexible, and easily integrated document management solutions for a broad range of business and government needs. As the core strength of Compulink Management Center, Inc., LaserFiche Document Imaging software turns existing PC hardware into robust search and retrieval databases that can be easily scaled from the single user, to the large corporate network.

LaserFiche builds on the advantages of paper documents, rather than abandoning paper altogether. Documents are scanned page for page, and a high-resolution photocopy is retained online. Files can still be printed, exchanged, stored, and retrieved, but these functions are just the beginning. LaserFiche adds an enormous capability advantage by giving document pages *active content*.

LaserFiche uses advanced OCR technology to produce ASCII text from scanned documents. Producing text with OCR unlocks the contents of your archives by allowing full-text searches as well as template field and name searches. ASCII text is an industry-standard format that is universally "understood" by PCs. It allows easy data migration from one storage medium to another and guarantees the future readability of your documents despite evolving technology.

With LaserFiche, the flexibility and portability of your paper documents is retained, while adding the enormous benefit of digital storage. LaserFiche allows the ability to search thousands, even millions, of documents for file name, folder name, assigned fields, or any word on a page. Currently, most documents are on paper, microfiche or microfilm and kept in filing cabinets or storage boxes, generating a physical barrier that restricts their access.

LaserFiche is designed to solve the basic human problem of finding stored information. Studies have shown that a typical professional worker spends thirty minutes to two hours a day just searching for documents, taking away from time available to actually make use of the information. LaserFiche solves this problem by drastically simplifying the filing process and providing a means to rapidly search, retrieve and share all documents contained within the system.

County of San Bernardino Information Services Department

Point of Contact: **Leyden Hahn**, Chief Information Officer
655 East Gilbert Street
San Bernardino, CA 92415-0915
(909) 388-5500; fax (909) 388-5555
email: lhahn@isd.sbcounty.gov

The Information Services Department (ISD) provides a variety of professional information technology (IT) and communications services to all County departments, special districts, and other federal, state and local government agencies. ISD's goal is to assist customers in achieving their missions by applying appropriate technology services to their business needs.

ISD's IT professionals strive to understand and exceed customer expectations in providing these services. The primary IT services provided include:

- 24-hour-a-day, 7-days-a-week computer operations and systems support
- Countywide telephone, microwave, radio and WAN/LAN administration
- Access to countywide electronic mail, the Internet and County's Web site
- Acquire or develop, enhance and maintain computerized business systems
- Project management for large multi-departmental automation projects
- Information Technology consulting for a wide variety of vendor platforms
- Integrated document management and workflow solutions
- Technical research and evaluation projects

Tiburon, Inc.

Point of Contact: Kent Peters
 1388 Sutter Street, Suite 1000
 San Francisco, CA 94109
 (415) 956-3800, x1150; fax (415) 956-0200
 Email: kpeters@tibinc.com

Tiburon is a single vendor solution for complex public safety and justice challenges. Tiburon, Inc. is an industry leader in providing complete, integrated public safety and justice data systems. Tiburon has developed, implemented, and supported sophisticated automated information solutions for the public safety and justice community continuously since 1980.

Tiburon has enjoyed significant growth in client base, revenues, and technical staff. They currently have over 350 systems supporting over 1000 public safety and justice agencies worldwide. Tiburon is renowned for its commitment to exceptional systems, reliability, performance, and a level of client satisfaction that is unmatched in the industry.

Tiburon was selected by the San Bernardino County Sheriff Department to replace its adolescent CAD and RMS systems. This multi-phase \$4.7 million project is scheduled for completion in mid 2004.

CITY OF COLTON POLICE DEPARTMENT

650 NORTH LA CADENA DRIVE
COLTON, CALIFORNIA 92324

Business Telephone
(909) 370-5000

Emergency Telephone
911

March 26, 2003

Mr. James B. Hackleman
Assistant District Attorney
Chairman - Law & Justice Group
316 N. Mt. View Ave.
San Bernardino, CA 92415-0004

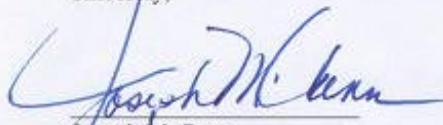
Dear Mr. Hackleman:

It is a pleasure to provide this letter of support for the County of San Bernardino Law & Justice Group's application to the National Institute of Justice Science and Technology Program. The Law Enforcement Imaging Project will enable law enforcement agencies to transmit police reports, essential data, and document images electronically to the District Attorney for filing in the Court system.

This technology improves the exchange of information between law enforcement agencies. The real time efficiencies to be created by this project surpass the traditional paper communication methods currently used. Instead of assigning valuable law enforcement personnel to hand carrying paper reports to the District Attorney, we can now focus those resources on fighting crime on the streets.

We are looking forward to the successful application of this technology and to its future expansion to include other law enforcement agencies.

Sincerely,



Joseph McCann
Acting Chief of Police

JM/rw



Fontana Police Department

17005 Upland Avenue • Fontana, CA 92335



Frank J. Scialdone
Chief of Police

March 26, 2003

Via Fax to 387-6313
Original by U.S. Mail

Mr. James B. Hackleman
Assistant District Attorney
Chairman – Law & Justice Group
316 North Mt. View
San Bernardino, CA 92415-0004

Dear Mr. Hackleman:

I am pleased to provide this letter of support for the County of San Bernardino Law & Justice Group's application to the National Institute of Justice Science and Technology Program. The Law Enforcement Imaging project will enable law enforcement agencies to transmit police reports, essential data, and document images electronically to the District Attorney for filing in the court system.

This technology improves the exchange of information between law enforcement agencies. The real time efficiencies to be created by this project surpass the traditional paper communication methods currently used. Instead of assigning valuable law enforcement personnel to hand carry paper reports to the District Attorney, we can now focus those resources on fighting crime on the streets.

We are looking forward to the successful application of this technology and to its future expansion to include other law enforcement agencies.

If you have any questions, please feel free to contact me at 350-7702.

Sincerely,

A handwritten signature in dark ink that reads 'Frank J. Scialdone'.

Frank J. Scialdone
Chief of Police

FJS:jm

"Service with Integrity"

**REDLANDS
POLICE**

**CITY OF REDLANDS
POLICE DEPARTMENT**

**JAMES R. BUEERMANN
CHIEF OF POLICE**

March 14, 2003

Mr. James B. Hackleman
Assistant District Attorney
Chairman - Law & Justice Group
316 North Mt. View
San Bernardino, CA 92415-0004

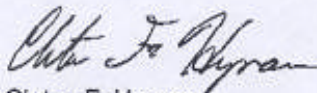
Dear Mr. Hackleman:

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We are looking forward to the successful application of this technology and to its future expansion to include other law enforcement agencies.

Sincerely,



Cletus F. Hyman
Deputy Chief of Police



POLICE DEPARTMENT
GARRETT W. ZIMMON - CHIEF OF POLICE

P.O. Box 1559 • San Bernardino • CA 92401-1559
909.384.5742
www.ci.san-bernardino.ca.us

March 27, 2003

Mr. James B. Hackleman
Assistant District Attorney
Chairman - Law & Justice Group
316 North Mt. View
San Bernardino, CA 92415-0004

Dear Mr. Hackleman:

The San Bernardino Police Department supports the County of San Bernardino Law & Justice Group's application to the National Institute of Justice Science and Technology Program. The law enforcement imaging project allows law enforcement agencies to transmit police reports, essential data, and document images electronically to the District Attorney for filing in the court system.

The technology improves the exchange of information between law enforcement agencies. Real-time efficiencies created by this project surpass the traditional paper communication methods currently used. Instead of assigning valuable law enforcement personnel to hand carrying paper reports to the District Attorney, we can now focus those resources on fighting crime on the streets.

We are looking forward to the successful application of this technology and to its future expansion to include other law enforcement agencies.

Very truly yours,

GARRETT W. ZIMMON, CHIEF OF POLICE

Michael A. Bildt
Assistant Chief of Police

LEADERS IN SETTING THE STANDARD OF EXCELLENCE



GARY PENROD, SHERIFF



March 31, 2003

Mr. James B. Hackleman
Assistant District Attorney
Chairman – Law & Justice Group
316 North Mt. View
San Bernardino, California – 92415-0004

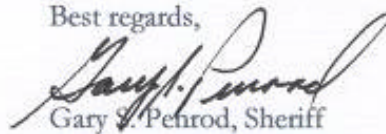
Dear Mr. Hackleman:

It is a pleasure to provide this letter of support for the County of San Bernardino Law & Justice Group's application to the National Institute of Justice Science and Technology Program. The Law Enforcement Imaging project will enable law enforcement agencies to transmit police reports, essential data, and document images electronically to the District Attorney for filing in the Court system.

This technology improves the exchange of information between law enforcement agencies. The real time efficiencies to be created by this project surpass the traditional paper communication methods currently used. Instead of assigning valuable law enforcement personnel to hand carrying paper reports to the District Attorney, we can now focus those resources on fighting crime on the streets.

We are looking forward in the successful application of this technology and to its future expansion to include other law enforcement agencies.

Best regards,



Gary Penrod, Sheriff



County of San Bernardino
Office of the District Attorney
MICHAEL A. RAMOS, District Attorney

March 31, 2003

Mr. James B. Hackleman
Assistant District Attorney
Chairman – Law & Justice Group
316 North Mt. View
San Bernardino, CA 92415-0004

Dear Mr. Hackleman:

It is a pleasure to provide this letter of support for the County of San Bernardino Law & Justice Group's application to the National Institute of Justice Science and Technology Program. The Law Enforcement Imaging project will enable law enforcement agencies to transmit police reports, essential data, and document images electronically to my office for filing in the Court system. This long-held vision is a priority for our future planning.

This technology improves the exchange of information between law enforcement agencies. The real time efficiencies to be created by this project surpass the traditional paper communication methods currently used. Instead of assigning valuable law enforcement personnel to hand carrying paper reports, agencies can now focus their resources on fighting crime on the streets.

We are looking forward to the successful application of this technology and to its future expansion to all of our law enforcement agencies.

Sincerely,


MICHAEL A. RAMOS
District Attorney